
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the written (multiple choice) examination for the **Data Processing Specialist** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. INTERPRETING WORK PROCEDURES (10 Questions)

Employees in this job must possess the ability to read and interpret written work procedures in order to make crucial work related decisions on the basis of what they have read. The procedures presented are representative of the type of procedures one would encounter in a data processing operations job. Test question topics include:

- Prioritizing tasks;
- Taking appropriate steps if system errors occur.

II. DOCUMENTING WORK ACTIVITY (10 Questions)

Employees in this job must be able to compile work activity data and to complete structured report forms. Test question topics include:

- Work summary charts;
- Preparing formatted reports.

III. REASONING ABILITY (10 Questions)

Employees in this job must have the ability to reason using numeric data. Basic math skills (e.g. addition; subtraction; multiplication; division; percentages; decimals; etc.) are tested in this section. The questions present computer operation scenarios which require you to identify the appropriate mathematical computation and successfully apply the computation to answer the question. Other questions require the ability to recognize and resolve numerical sequence problems. Test question topics include:

- Mathematics and numerical reasoning;
- Applied mathematics;
- Logical process problems;
- Numerical sequence problems.

IV. COMPUTER OPERATIONS (22 Questions)

Employees in this job must have knowledge of computer system operation concepts and terminology. The questions in this section present scenarios which typically occur at any computer installation. You are to select the best course of action to take among those presented to resolve the situation described in the scenario. Test question topics include:

- Appropriate steps to take when computer operation problems occur;
- Prioritizing tasks to successfully and efficiently accomplish work objectives;
- Control console display concepts.

V. COMPUTER HARDWARE & SOFTWARE

(10 Questions)

Employees in this job must be able to use computer hardware and software to document work activities as well as to help troubleshoot problems for other users. The questions in this section cover a wide variety of basic computer hardware and software topics. All questions are generic in that they are unrelated to any specific software package or computer hardware. Test question topics include:

- Using disks/diskettes;
- DOS commands and command structure;
- Database management software;
- Personal computer troubleshooting;
- Hardware/software terms;
- Local area network (LAN).

VI. COMPUTER PRODUCTION CONTROL

(24 Questions)

Employees in this job must have knowledge of routine input and output processes associated with computer systems in general. Emphasis is placed on the determination of computer job priorities, the staging of computer jobs and the assessment of the quality of computer job runs. The scenarios presented could conceivably occur at any computer installation. Test question topics include:

- Assessing the quality of computer job runs to ensure successful input/output;
- Computer processing job prioritization;
- Staging, processing and printing computer jobs;
- Computer production scheduling.

VII. WORK ASSIGNMENT AND INSTRUCTION

(10 Questions)

Employees in this job must assign, monitor and review work performed by subordinate staff. This job also entails training lower level staff in work procedures and processes. Emphasis in this section is placed on commonly accepted work leader practices. Several questions present realistic work leader scenarios and ask you the best course of action to take to resolve the problem described in the scenario. Test question topics include:

- New employee training;
- Planning/scheduling work assignments.